



**Inspection Report  
under the Long-Term  
Care Homes Act, 2007**

**Rapport d'inspection  
prévue le Loi de 2007  
les foyers de soins de  
longue durée**

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

London Service Area Office  
291 King Street, 4th Floor  
London ON N6B 1R8

Bureau régional de services de London  
291, rue King, 4<sup>ème</sup> étage  
London ON N6B 1R8

**Ministère de la Santé et des Soins de  
longue durée**

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Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Licensee Copy/Copie du Titulaire       Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> August 10, 2010	<b>Inspection No/ d'inspection</b> 2010_121_12Aug093812	<b>Type of Inspection/Genre d'inspection</b> Complaint L-00455
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**Licensee/Titulaire**  
Golden Years Nursing Homes (Cambridge) Inc.  
704 Eagle St. N., Cambridge ON N3H 4T3

**Long-Term Care Home/Foyer de soins de longue durée**  
Golden Years Nursing home  
704 Eagle St. N., Cambridge ON N3H 4T3

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Elizabeth Elvidge (#121)

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector spoke with: The Administrator and the Assistant Director of Care

During the course of the inspection, the inspector: Reviewed the personnel file of the staff member involved, the timesheet for Registered staff and the Resident Medication Records.

The following Inspection Protocols were used in part or in whole during this inspection:  
Medication Inspection  
Sufficient Staffing Inspection

There are no findings of Non-Compliance as a result of this inspection.

Findings of Non-Compliance were found during this inspection. The following action was taken:  
  
2 WN  
2 CO: CO # 01 and #02

**NON- COMPLIANCE / (Non-respectés)**



**NON- COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notifications/Avis écrit  
VPC – Voluntary Plan of Correction/Plan de redressement volontaire  
DR – Director Referral/Régisseur envoyé  
CO – Compliance Order/Ordres de conformité  
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Non-compliance with requirements under the *Long-Term Care Homes Act, 2007* (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c. 8, s.73(a)**  
Every licensee of a long-term care home shall ensure that all the staff of the home, including the persons mentioned in sections 70 to 72, have the proper skills and qualifications to perform their duties;

**Findings:**  
The Home hired a Registered Practical Nurse (RPN). Employed as RPN on seven (7) shifts between July 19 and August 5, 2010. Letter from College of Nurses of Ontario dated June 24/10 indicated this individual did not have qualifications to perform the duties of RPN.

Inspector ID #: 121

**Additional Required Actions:**

CO # - CO #1 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

**WN #2: The Licensee has failed to comply with O. Reg. 79/10, s.131(3)**  
Subject to subsections (4) and (5), the licensee shall ensure that no person administers a drug to a resident in the home unless that person is a physician, dentist, registered nurse or a registered practical nurse.

**Findings:**  
On July 22, 2010, August 3, 4 and 5, 2010, the staff member gave medications to residents on 2 East without College of Nurses of Ontario approval to practice as a registered practical nurse.

Inspector ID #: 121

**Additional Required Actions:**

CO # - CO #2 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.



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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.  <i>Elizabeth Ellinger</i>
Title: _____ Date: _____	Date of Report: (if different from date(s) of inspection).  September 1, 2010



## Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the  
*Long-Term Care Homes Act, 2007, S.O. 2007, c.8*

<b>Name of Inspector:</b>	Elizabeth Elvidge	<b>Inspector ID #</b>	121
<b>Inspection Report #:</b>	2010_121_1033_12Aug.093812		
<b>Type of Inspection:</b>	Complaint L-00455		
<b>Licensee:</b>	Golden Years Nursing Homes (Cambridge) Inc. 704 Eagle St. N., Cambridge ON N3H 4T3		
<b>LTC Home:</b>	Golden Years Nursing home 704 Eagle St. N., Cambridge, ON N3H 4T3		
<b>Name of Administrator:</b>	Ms. Nancy Kauffman-Lambert		

To Golden Years Nursing homes (Cambridge) Inc., you are hereby required to comply with the following orders by the dates set out below:

<b>Order #:</b>	#01	<b>Order Type:</b>	Compliance Order, Section 153 (1)(b)
<b>Pursuant to:</b> LTCHA 2007, S.O. 2007, c. 8, s.135 (1) (b). An inspector or the Director may order a licensee to prepare, submit and implement a plan for achieving compliance with a requirement under this Act. 2007, c. 8, s. 135 (1)			
<b>Order:</b> Pursuant to LTCHA, 2007, c. 8, s. 73 (a), the licensee shall prepare, submit and implement a plan for achieving compliance with section 73 (a). The plan shall be submitted to the attention of the Duty Inspector at the LSAO, 291 King St., 4 <sup>th</sup> floor, London, ON N6B 1R8 or fax 1-519-675-7685			
<b>Grounds:</b> Staff member hired and working as a Registered Practical Nurse without the qualifications required by the College of Nurses of Ontario.			
<b>This order must be complied with by:</b>		September 22, 2010	

<b>Order #:</b>	#02	<b>Order Type:</b>	Compliance Order, Section 153 (1)(b)
<b>Pursuant to:</b> LTCHA 2007, S.O. 2007, c. 8, s.135 (1) (b). An inspector or the Director may order a licensee to prepare, submit and implement a plan for achieving compliance with a requirement under this Act. 2007, c. 8, s. 135 (1)			



**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de longue durée**  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

**Order:** Pursuant to O. Reg. 79/10, s.131 (3), the licensee shall prepare, submit and implement a plan for achieving compliance with section 131 (3). The plan shall be submitted to the attention of the Duty Inspector at the LSAO, 291 King St., 4<sup>th</sup> floor, London, ON N6B 1R8 or fax 1-519-675-7685

**Grounds:**

Staff member hired and working as a Registered Practical Nurse without the qualifications required by the College of Nurses of Ontario administering medications to residents.

**This order must be complied with by:** September 22, 2010

**REVIEW/APPEAL INFORMATION**

**TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

**Health Services Appeal and Review Board and the**  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2

Fax: 416-327-7603



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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).

Issued on this first day of September, 2010.	
Signature of Inspector:	<i>Elizabeth Elvidge</i>
Name of Inspector:	Elizabeth Elvidge
Service Area Office:	London